

Definitive's Responsible Disclosure Policy

At Definitive, data security is a top priority for Definitive. We believe that working with skilled security researchers can identify weaknesses in any technology. If you believe you have found a security vulnerability in Definitive's service, please notify us; we will work with you to resolve the issue promptly.

1. Disclosure Policy

- If you believe you have discovered a potential vulnerability, please let us know by emailing us at security@DefinitiveInc.com. We will acknowledge your email within one week.
- Please provide us with a reasonable amount of time to resolve the issue before disclosing it to the public or a third party. We aim to resolve critical issues within ten business days of disclosure.
- Make a good faith effort to avoid violating privacy, destroying data, or interrupting or degrading the Definitive service. Please only interact with accounts you own or for which you have explicit permission from the account holder.

2. Exclusions

Definitive is providing this service to help ensure a safe and secure environment for all of its users. As such, any users believed to be engaging in the below activities will have their user credentials immediately deactivated.

While researching, we would like you to refrain from:

- Denial-of-Service (DoS)
- Spamming
- Social engineering or phishing of Definitive employees or contractors
- Any attacks against Definitive's physical property or cloud services

This policy applies to the Definitive Pro® manage service hosted at <https://definitivepro.com/> and to any other subdomains or services associated with Definitive Pro®. We do not accept reports for vulnerabilities solely affecting our marketing website (<https://www.DefinitiveInc.com>) which contains no sensitive data.

Thank you for helping to keep Definitive and our users safe!

3. Contact

Definitive is always open to feedback, questions, and suggestions. If you would like to talk to us, please feel free to email us at security@DefinitiveInc.com.

Webform: [Contact form](#)

Email: security@DefinitiveInc.com

Address:

Definitive Business Solutions, Inc.
11921 Freedom Drive, Suite 500
Reston VA 20190
Attn: Security Office